

APPENDIX 1

Summary of Existing and New Waste Management Performance Targets to start from April 2008

Current indicator	New Indicator	Definition	Actual 06/07	Actual 06/07 quartile performance	Qtr 3 provisional cumulative 07/08	Target 07/08	Target 2010	Target 2015	Target 2020
BV82a		% household waste sent for recycling	15%	bottom quartile top quartile starts at 23%	16%	18%			
BV82b		% of household waste sent for composting or anaerobic digestion	6%	3rd quartile top quartile starts at 16%	12%	7%			
	NI192	Combines BV82a and b % of household waste recycled or composted	21%		28%	25%	40%	45%	50%
BV82c	discontinued	% of household waste used to recover energy	70%	top quartile top quartile starts at 12%	62%	65%			
BV82d	NI193	% of household (to become municipal) waste landfilled	9%	top quartile top quartile starts at 56%	10%	10%	47%	33%	25%
BV84a		Kgs of household waste collected per head	476kg	3rd quartile top quartile starts at 395kg	366kg	490kg			
	NI191	Changes focus to Kgs of household waste collected which is not recycled or composted	375kg		268kg	367kg	310kg	270kg	225kg

Current indicator	New Indicator	Definition	Actual 06/07	Actual 06/07 quartile performance	Qtr 3 provisional cumulative 07/08	Target 07/08	Target 2010	Target 2015	Target 2020
BV86	discontinued	Cost of household waste collection per household	£46	2nd quartile top quartile starts at £42	annual	£49			
BV87	discontinued	Cost of waste disposal per tonne	£34	Top quartile top quartile starts at £40	annual	£35			
BV91	discontinued	% of households with kerbside collection of at least 2 recyclables	100%	Top quartile starts at 100%	100%	100%			

APPENDIX 2

Review of Waste Collection and Disposal Options

This report is being used by the Environment Select Committee to collate a summary of the evidence it reviewed in considering waste collection and disposal policy options. It is a working document which developed throughout the period of the review. For each policy option the following evidence has been summarised:

	Main source of evidence and status of work
Capital and ongoing Revenue costs	Jamie McCann – Estimates included. Work ongoing.
Operational and Service delivery considerations	Presentation from Jamie McCann and Richard Bradley
Public Opinion	“Talking Rubbish” Questionnaire. Replies received from 3,750 homes. Analysis ongoing, to be presented at Committee 5 th March 2008
Impact on national targets	Presentation from Sue Daniels
Carbon impact	Report and presentation from Arup

Policy Option 1	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
Retain Current Policy	Nil	<p>Domestic refuse collection service = £2.4m</p> <p>Current residual disposal costs = £1.9m</p> <p>Green waste service = £0.5m</p> <p>Kerbside Recycling service = £1.0m</p> <p>Current income from sale of recycling materials = (£0.2m)</p> <p>Total net cost of current waste policy = £5.6 million</p>	<p>Introduction of Borough wide Kerbside recycling scheme in February 2004 and green waste collection scheme in April 2006 has continued to result in lower domestic refuse collection tonnages.</p>	<p>All waste services are held in extremely high regard with residents. Most recent MORI poll demonstrates customer satisfaction levels with refuse collection and recycling facilities are over 90%.</p> <p>However, Start Talking Rubbish Consultation demonstrates strong demand for additional kerbside recycling of plastics and cardboard.</p>	<p>Current policy delivering 25% in 2007/8 NI target for 2010 is 40%. Without changes we will struggle to meet new government targets.</p>	No Change

Policy Option 2	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
<p>Introduce alternate weekly collection for recycling and residual waste. With Borough wide Plastics and Cardboard collection and no side waste collection.</p>	<p>Cost estimates are based on long-term contract hire with no capital outlay.</p>	<p>Domestic refuse collection service = £ 1.8m</p> <p>Residual disposal costs = £1.6m</p> <p>Green waste service = £0.5m</p> <p>Kerbside Recycling service = £1.4m</p> <p>Income from sale of recycling materials = (£0.4m)</p> <p>Borough wide alternate weekly collections of plastic & cardboard = £1.0m</p> <p>Total net cost = £6.0m</p>	<p>Reduction in domestic refuse collection rounds from 13 to 10</p> <p>Increase in kerbside recycling rounds from 6 to 9.</p> <p>Increase in Plastics and Cardboard rounds from nil to 7.</p> <p>See note on workforce and enforcement below.</p>	<p>The time limited trial of plastic and cardboard collections was extremely well received with over 97% satisfaction levels with the service provided.</p> <p>94% of respondents to the Start Talking Rubbish questionnaire would like to recycle more with overwhelming preference for plastic and cardboard collection.</p> <p>70% of respondents do not support alternate weekly collection of residual waste.</p>	<p>Changing attitudes and behaviour by this method of waste collection may well be one of the most effective ways to increase recycling targets.</p> <p>This method of waste collection may give the Council a good chance of meeting government recycling targets.</p> <p>Estimated impact= Annual <u>kerbside</u> recycling rate of 34% plus recycling at HWRC is close to initial national target of 40%.</p>	<p>Likely to generate a reduction in carbon dioxide equivalent emissions in the borough of up to a possible 2,300 tonnes per year. This represents an increase in savings of around 12% to 23% from baseline levels. 8,329 to 12,150 tonnes of CO2 equivalents saved</p>

Policy Option 3	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
<p>Introduce weekly recycling collection in addition to weekly residual collection. With Borough wide alternate weekly collection of Plastics and Cardboard.</p>	<p>Cost implications have been based on long-term contract hire with no capital outlay</p>	<p>Domestic refuse collection service = £2.1m</p> <p>Residual disposal costs = £1.7m</p> <p>Green waste service = £0.5m</p> <p>Kerbside Recycling service = £1.7m</p> <p>Income from sale of recycling materials = (£0.3m)</p> <p>Borough wide alternate weekly collections of plastic & cardboard = £1.0m</p> <p>Total net cost = £6.6m</p>	<p>Reduction in refuse rounds from 13 to 11</p> <p>Increase in Kerbside rounds from 6 to 10 to reflect the doubling of properties being visited each week. However because weekly refuse service still being offered, additional take up of kerbside recycling service would not be as high as would be the case with an alternate residual collection service.</p> <p>Increase in Plastics and Cardboard rounds from nil to 7. See note on workforce and enforcement below</p>	<p>Likely to be very popular as this option would retain weekly residual collections.</p> <p>Weekly recycling may well also be popular though may be perceived as not providing best value for money by external audit / inspection processes.</p> <p>94% of respondents would like to recycle more esp plastics & cardboard. 70% in favour of weekly residual waste collection.</p>	<p>If considered alongside Borough wide plastic & cardboard collections and an end to collections of 'side waste', recycling rates will increase.</p> <p>However, the availability of a weekly refuse collection service will prevent the Council from achieving optimum recycling levels. As such the Council may struggle to meet government recycling targets. Estimated impact = Annual kerbside recycling rate of 33%.</p>	<p>Assumptions:</p> <ol style="list-style-type: none"> 1. That the mileage travelled by each kerbside collection vehicle doubles as does the fuel consumption; 2. That all other assumptions applicable to scenario one as detailed in the Arup report are the same and that recycling rates are also within the same range. 3. That green waste is also collected weekly. Impacts would be 91,000 miles travelled using 74,847 litres diesel and emitting 232 tonnes CO2eq.

Policy Option 4	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
<p>Weekly recycling collection & fortnightly residual collection. With Borough wide collection of Plastics and Cardboard.</p>	<p>Cost implications have been based on long-term contract hire with no capital outlay.</p>	<p>Domestic refuse collection service = £1.7m</p> <p>Residual disposal costs = £1.3m</p> <p>Green waste service = £0.5m</p> <p>Kerbside Recycling service = £2.6m</p> <p>Income from sale of recycling materials = (£0.6m)</p> <p>Borough wide alternate weekly collections of plastic & cardboard = £1.0m</p> <p>Total net cost = £6.3 m</p>	<p>Should only be considered if Borough wide plastic & cardboard collections were offered to residents and without collections of 'side waste'.</p> <p>Would require an increase in Kerbside rounds from current 6 to 15 rounds to reflect the doubling of properties being visited each week.</p> <p>Refuse rounds would be reduced from current 13 rounds to 9 rounds</p> <p>See note on workforce and enforcement below.</p>	<p>Whilst alternate collections for residual waste likely to be very unpopular, the introduction of a weekly kerbside recycling service may help to offset this.</p> <p>The Council, will in other words, still be offering a weekly waste collection service.</p> <p>See Start Talking Rubbish Feedback in policy option 2.</p>	<p>The scenario most likely to provide optimum recycling levels and the option most likely to enable the Council to get very close to or meet government recycling targets.</p> <p>Whilst a weekly kerbside collection service is offered, residents will be forced in to recycling due to the fortnightly residual collection service.</p> <p>Estimated impact = 33% kerbside recycling collection.</p>	<p>Similar to option 2 but with the additional but small effect of additional mileage as stated in option 3.</p>

Policy Option 5	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
<p>Start borough-wide fortnightly kerbside collection of Plastics, Cardboard and Textiles</p>	<p>Cost implications have been based on long-term contract hire with no capital outlay.</p>	<p>Total net cost =£1.0m</p>	<p>Textiles can be wrapped in a plastic bag and included within the same bag that is used for plastics and cardboard.</p> <p>The bag used during the time limited trial period was popular with residents with 98% stating they found it easy to use.</p> <p>Can only be introduced in conjunction with an end to the current policy of collecting ‘side waste’.</p> <p>Significant workforce re-configuration would be required; as such changes could not be implemented with current workforce.</p>	<p>The time limited trial of plastic and cardboard collections was also extremely well received with over 97% satisfaction levels with the service provided.</p> <p>The introduction of a Borough wide collection service is highly likely to be extremely well received.</p> <p>Overwhelmingly supported in Start Talking Rubbish consultation.</p>	<p>The time limited trial of plastic and cardboard collections led to a marked increase in overall recycling rates within the trial areas.</p> <p>Used in conjunction with scenario 2 or 4, this will enable the Council to get very close to or meet government recycling targets.</p> <p>Estimated impact = 33% - 34% kerbside recycling rate.</p>	<p>Assumptions:</p> <ol style="list-style-type: none"> 1. That the same vehicle would collect all three fractions using the same vehicle as in the pilot. 2. That the collection would be fortnightly. 3. That participation rates would be equivalent to those achieved by the pilot. 4. That all of the assumptions in the Arup report are applied. <p>13,393 to 18,011 tonnes of CO2 equivalents saved</p>

Policy Option 6	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
<p>Change the combination of containers used in kerbside collection, wheeled bins and recycling boxes and bags.</p>	<p>a) Separate bins for 240l wheeled bins for dry recycling, green waste and plastics & cardboard = £4.8 million</p> <p>b) One additional 360l wheeled bin for mixed recycling, plastics and cardboard = £6.4 million</p>	<p>a) Budget for replacement bins £174k</p> <p>b) Budget for replacement bins £309k</p>	<p>Collections of paper would remain via a blue bag due to contamination issues. Storage space likely to be a major issue for residents.</p> <p>Option (b) not currently viable as no disposal outlet exists.</p>	<p>Likely to be very much against having 3 wheeled bins for recycling as well as another wheeled bin for residual waste.</p> <p>No clear consensus on containers shown in consultation. 41% favoured separate bins and bags. 49% favoured 2 wheeled bins. 10% had no view or favoured neither.</p>	<p>Due to high levels of contamination, a proportion of the co-mingled waste will need to be disposed of via EFW, reducing the possibility of the Council reaching it's government recycling targets.</p>	<p>Assumptions:</p> <ol style="list-style-type: none"> 1. No other changes to the waste and recycling services are introduced. 2. The revised system makes participation easier. 3. Possible to achieve the higher end of the carbon dioxide equivalent savings.

Policy Option 7	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
Stop providing community skips	Nil	Saving of current annual cost of service = £51k	Provision of Community skips does not foster a culture of recycling. Not in keeping with waste minimisation policies	Most popular with those wishing to avoid legitimate waste disposal charges.	Negligible contribution toward recycling targets due to the amount of builders waste found in the skips that contaminates much of the skip contents.	The waste from these skips is currently sent to landfill without recycling therefore no carbon dioxide savings can be attributed to this operation.

Policy Option 8	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
<p>Change the operation / charges for bulky waste collection</p>	<p>Nil</p>	<p>Current charge = £10 for up to 6 items. Projected income for 2007/08 = £80k</p>	<p>No evidence to suggest that since charges introduced in April 2006 that fly tipping has increased. 2518 fly tipping incidents as at 31/01/08 compared to 3209 for whole of 2006/07</p>	<p>No formal complaints have been received due to the introduction of charging.</p> <p>Charges low compared to other Tees Valley authorities.</p>	<p>Has helped contribute to reducing the amount of waste collected by the Council. Annual 'junk job' numbers now around 8500 per annum compared to over 30K before the policy was changed. More waste being taken to the household waste recycling centre at Haverton Hill, which is now able to recycle upward of 50% of bulky household waste taken there.</p>	<p>Not significant</p>

Policy Option 9	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
<p>Increase the number of bring sites</p>	<p>£2-3k per new site.</p>	<p>£4 per bin lift. 4-5 bins per site emptied each week. A very cost effective means of recycling.</p>	<p>48 bring sites and 38 facilities for flats currently in operation.</p> <p>New locations difficult to find due to limited land availability.</p>	<p>Popular with residents and a good alternative for those not wishing to use kerbside recycling</p> <p>70% of respondents to Start Talking Rubbish questionnaire favour increased recycling from home. 5% wanted to see more bring sites. 25% wanted both.</p>	<p>Contributed 2.03% toward 06/07 recycling figure of 21.2% and 2.38% at the end of Q3 07/08.</p>	<p>These sites do not result in carbon emissions from SBC fleet but there are emissions from householder vehicles and the collection company transport. There is insufficient data to measure the impact of these facilities. However, if a comprehensive kerbside service is provided then the focus of these facilities should be reviewed.</p>

Policy Option 10	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
<p>Introduce a policy of no side waste collection</p>	<p>Nil</p>	<p>Nil</p>	<p>Should only be considered if Borough wide plastic & cardboard collections were offered to residents.</p> <p>Only Council in Tees Valley to still collect 'side waste'</p>	<p>If alternative method of waste disposal is offered, i.e more recycling services, public opinion is unlikely to be opposed to such a move.</p> <p>58% of respondents did not want to see a policy of no side waste collection.</p> <p>40% supported such a change and 2% did not express an opinion.</p>	<p>As per the various options above</p>	<p>Assumptions:</p> <p>1. Would drive improvements in recycling participation.</p> <p>2. Would not result in significant fly tipping of waste in the long term. Possible to achieve the higher end of the carbon dioxide equivalent savings assuming all else remains the same.</p>

Policy Option 11	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
Introduce Variable charging	None	Not yet quantified	Not yet possible	<p>75% of respondents did not want the Council to consider variable charging.</p> <p>23% supported such policy change.</p> <p>2% expressed no opinion.</p>	N/A	<p>In isolation this would not affect carbon emissions, however it would be intended to drive recycling participation and therefore coupled with a revised collection system could reduce carbon emissions.</p>

In any scenario other than the retention of current policy there are workforce and communication and education implications. An attempt has been made to quantify these requirements below:

Policy Option	Cost Implications Capital Investment	Cost Implications Ongoing Revenue	Operational and Service delivery Considerations	Public Opinion	Estimated Impact on Targets	Carbon Impact
Workforce re-configuration	nil	£940k one- off cost in year one.	The suggested changes to waste collection policies cannot be delivered without a remodelling of working practices and a reconfiguration of the current workforce. The demands on what will need to be a more flexible workforce will be assessed and re-training and re-assessment of roles will be necessary.	A workforce that is more flexible, able to provide greater efficiencies and better working practices will become more effective and will deliver a better and more cost effective customer service.	Without the necessary re-configuration to the domestic refuse workforce, the policy changes suggested cannot be delivered and this will place at risk the ability of the Council to meet central government recycling targets.	Not applicable
Additional Enforcement / Education activities.	nil	£100k one-off cost in year one.	Additional education and enforcement activities will be needed to help successfully introduce the changes suggested above, particularly with regard no collections of side waste and in ensuring bins / boxes etc., are put out for collection at the right time.	Any new waste policy must be applied consistently and fairly. Help and support will be made available for those need it	Will assist in enabling residents understand and comply with new waste policies and will help contribute toward recycling targets.	Not applicable

APPENDIX 3

Waste Questionnaire

Start Talking Rubbish & Win

a Balloon Flight for 2!



or
A Brand New Bike
up to a value of £250



Stockton Council is currently undertaking a root and branch review of all aspects of household waste collection.

We are particularly looking into

- How much waste is generated
- How we collect our waste
- How much waste we are recycling
- How we are disposing of our waste

The Facts!

On average each household generates 1137kg of waste per year.

On average in 2007/08 we expect to recycle 284kg of waste (25%).

The graph below compares the average level of waste collected and recycled over the last three years.



We Need You!

We want to know your views and opinions on waste collection and recycling.

Please take the time to fill in the "Start Talking Rubbish" questionnaire and return it to us to the address shown by 22nd February 2008, or you can complete the questionnaire on-line at www.stockton.gov.uk.

All returned questionnaires will be entered into a free prize draw with one lucky winner winning either a brand new bike or a balloon flight for two!

Stockton Council is discussing all options at this stage and if you have any further comments or suggestions please feel welcome to contact Judith Trainer on (01642) 528158 or email: judith.trainer@stockton.gov.uk

Alternatively, visit www.stockton.gov.uk and follow the links to the Joint Waste Management Strategy where you'll find more information and a chance to comment.

Start Talking Rubbish Questionnaire

1 Would you like to recycle more of your rubbish?

Yes No (if No go to Q5.)

2 How would you like to recycle more?

More recycling collected from your home

More sites where you can take your recycling

3 What other materials would you like to recycle?

Please mark as 1, 2 and 3 in order of preference

Cardboard Plastics Textiles or

Other (please state)

4 What containers would you prefer to use?

Separate bins and bags for rubbish/recycling

2 large wheeled bins (1 for rubbish & 1 for recycling)

5 Would you like to receive information from the Council on how to reduce the amount of waste you produce?

Yes No

6 Do you think it is the role of the Council to try to encourage schemes to reduce waste?

Yes No

7 Do you think the Council should consider different charges based on the amount of waste collected from each household?

Yes No

8 Many Councils have changed their collection cycles. Do you think it would be a good idea to have your recycling bin collected one week and your rubbish bin the next?

Yes No

9 If you answered 'No' to the above question could you please say why.

10 Would you support a policy where rubbish is only collected when it is left in the wheeled bin?
(For instance any waste left by the side of wheeled bins would not be collected).

Yes No



11 If you do not support a policy where rubbish is only collected when it is left in the wheeled bin please can you say why.

12 Are there any other comments you would like to make about waste collection and recycling in the Borough?

Personal Details

Name

Postcode Tel No:

E-mail

Age:

Under 18 18-44 45-64 65+

Ethnicity

White Asian Black Chinese

Other Ethnic Group Mixed

No Comment

On completion please place in an envelope and return by post (no stamp required) before 22nd February 2008 to:

Stockton Council
FREEPOST NEA 13005,
Billingham,
TS23 4BR.

or complete on-line at www.stockton.gov.uk

All returned questionnaires will be entered into a free prize draw with the winner notified by telephone week commencing 3rd March 2008.

Appendix 4

Report on the “Start Talking Rubbish” Questionnaire Responses

Ward distribution of responses

The total target response rate was set at 3% of homes in the Borough, with even coverage across all wards. The total return is 4% of the borough. Reasonable coverage across wards has been achieved.

Ward	Number of responses	Target number of responses	Shortfall / Excess
Billingham Central	104	93	11
Billingham East	76	90	(14)
Billingham North	176	113	63
Billingham South	65	82	(17)
Billingham West	168	76	92
Bishopsgarth & Elm Tree	99	82	17
Eaglescliffe	258	130	128
Fairfield	107	76	31
Grangefield	123	78	45
Hardwick	54	90	(36)
Hartburn	154	83	71
Ingleby Barwick East	153	101	52
Ingleby Barwick West	160	103	57
Mandale & Victoria	98	133	(35)
Newtown	74	92	(18)
Northern Parishes	40	39	1
Norton North	69	91	(22)
Norton South	69	89	(20)
Norton West	160	82	78
Parkfield & Oxbridge	86	88	(2)
Roseworth	68	88	(20)
Stainsby Hill	103	83	20
Stockton Town Centre	44	93	(49)
Village	85	85	0
Western Parishes	59	38	21
Yarm	252	120	132
No postcode given	208	n/a	208
Total	3,112	2,318	794

Canvassers were used in Hardwick, Mandale & Victoria, Newtown, Parkfield and Stockton Town Centre, indeed more than half the return in these wards was obtained by canvassing. The return in Stockton Town Centre is perhaps the only disappointing area, this ward received significant canvassing coverage however there was a reluctance to participate.

The coverage is therefore deemed to adequately represent the Borough, however responses to the questionnaire have been analysed by ward in order to highlight any difference across the area.

A summary of responses by ward is included in Appendices 2a and 2b.

Age range distribution

The age range of respondents is set out below:

Age groupings	Number of respondents by age group	Profile across the Borough
Under 18	104 (3%)	25%
18-44	856(28%)	34%
45-64	1,257 (40%)	26%
65+	800 (26%)	15%
No Comment	95 (3%)	
Total	3,112	100%

In addition to the Borough-wide approach, questionnaires were sent out to a number of secondary schools to encourage a response from the under 18 group. The actual response rate of 3% for the under 18 group is adequate considering the younger end of the group are too young to participate. Adult and Youth Viewpoint discussion groups were also held. Findings were generally in line with the questionnaire responses.

A summary of responses by age group is included in Appendix 3.

Ethnic origin of respondents

In addition to the Borough-wide approach, questionnaires were distributed by the Council's Diversity Team to ensure that the views of all ethnic groups were considered. A summary of the number of responses by ethnic group is set out below:

Ethnic Groupings	Number of respondents by Ethnic group	Profile across the Borough
White	2,801 (90%)	97.2%
Asian	25 (0.8%)	1.5%
Black	8 (0.3%)	0%
Chinese	6 (0.2%)	0.2%
Other Ethnic Group	13 (0.4%)	0.5%
Mixed	19 (0.6%)	0.6%
No comment	240 (7.7%)	
Total	3,112	100%

A summary of the content of responses by ethnicity is included in Appendix 3.

Special needs groups

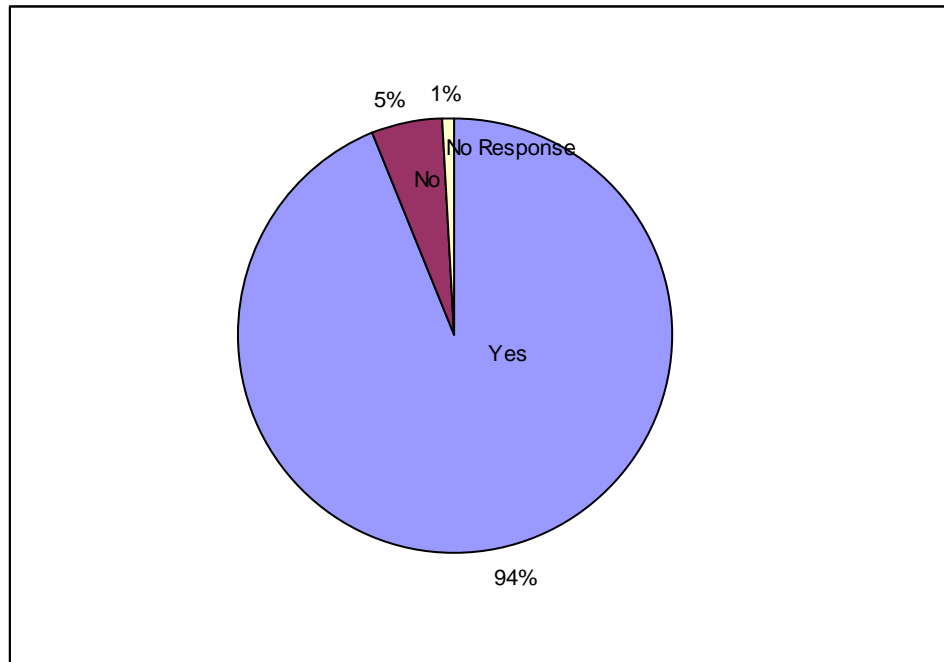
Officers attended meetings of the Disability Advisory Group and the over 50s Forum. Eight Disability Advisory Group members volunteered to attend one of the Adult Viewpoint sessions and other general comments included:

- **Support was given for the reinstatement of cardboard and plastic collection**
- **There was a suggestion for a mobile shredder**
- **There was a need for special arrangements for collection of incontinence pads etc.**
- **There was a need for special arrangements for big/bulky items**

Comments made at the Over 50s Forum included:

- **Need for proper provision in sheltered accommodation**
- **Storage can sometimes be a problem – would be worse with 2 wheeled bins. Could have separate compartments in wheeled bins**
- **Could be expensive for the Council to deal with recyclables**
- **Need to plan space for bins/recycling facilities in new developments**
- **Council should collect cardboard for recycling**
- **Need special arrangements for the collection of bulky items and recycling of furniture**

Question 1 - Would you like to recycle more of your rubbish?



Question 2 - How would you like to recycle more?

more recycling collected from home	70%
More sites where you can take your recycling	5%
Both /neither	25%

Question 3 – What other materials would you like to recycle?

Material	Number of 1 st Choices	Combined weighting of 1 st , 2 nd and 3 rd preferences
Plastics	1,503	6,987
Cardboard	1,552	7,252
Textiles	113	2,307

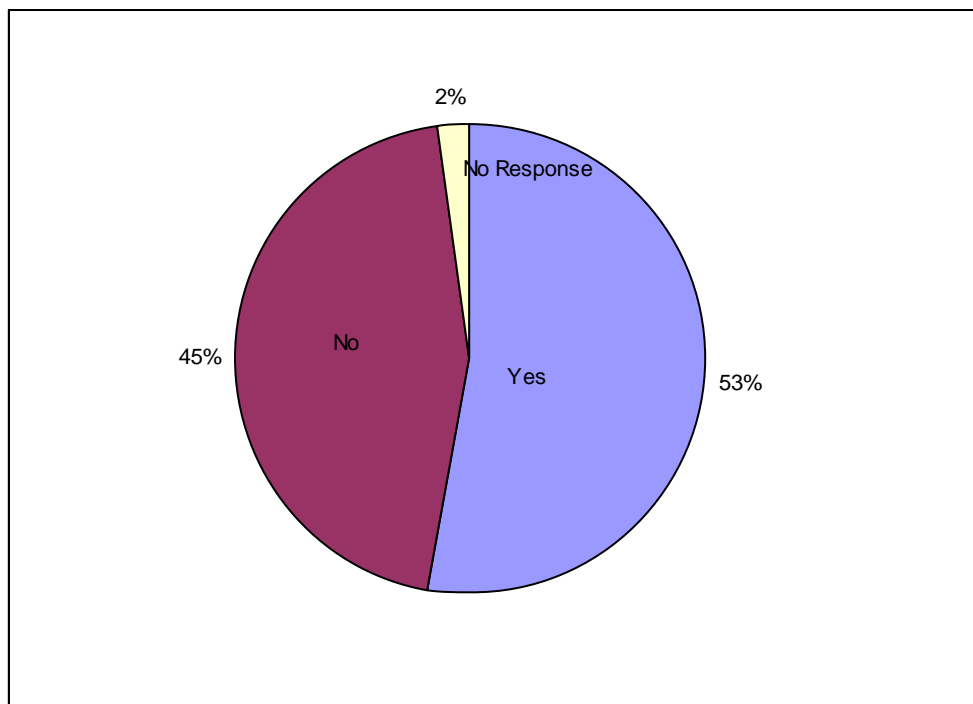
Respondents were also asked if there was anything else that they would like to recycle in addition to plastic, cardboard and textiles. Most responses identified items that are already collected, however the following additional items were also identified:

Item	No. of respondents
Wood	16
Metal	28
Electrical items	26
Soil and rubble	8
Tetra packs	24
Polystyrene	6

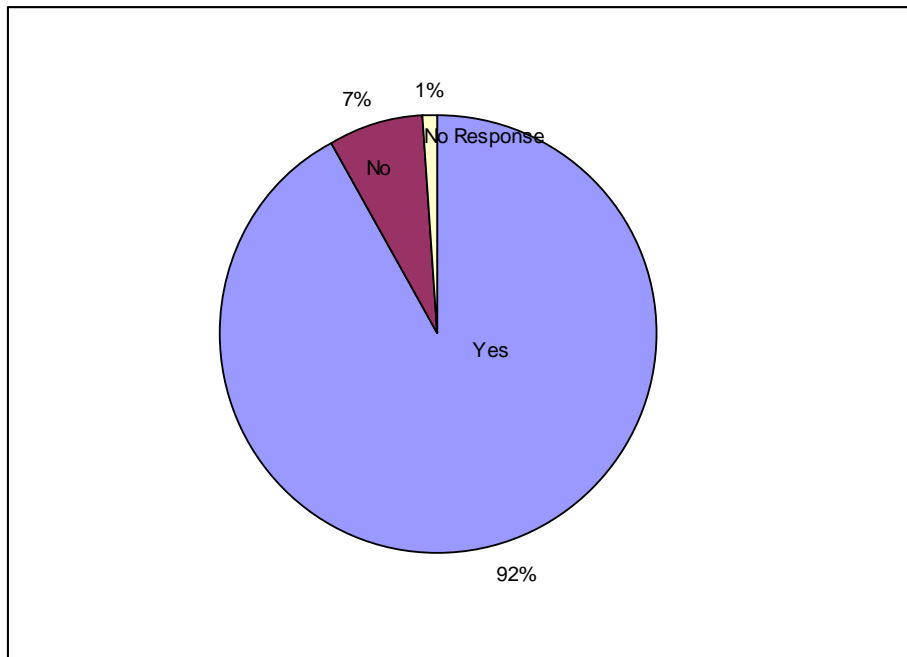
Question 4 – What containers would you prefer to use?

Separate bins and bags for rubbish/recycling	1,289 (42%)
2 large wheeled bins	1,503 (48%)
Both / no response	320 (10%)

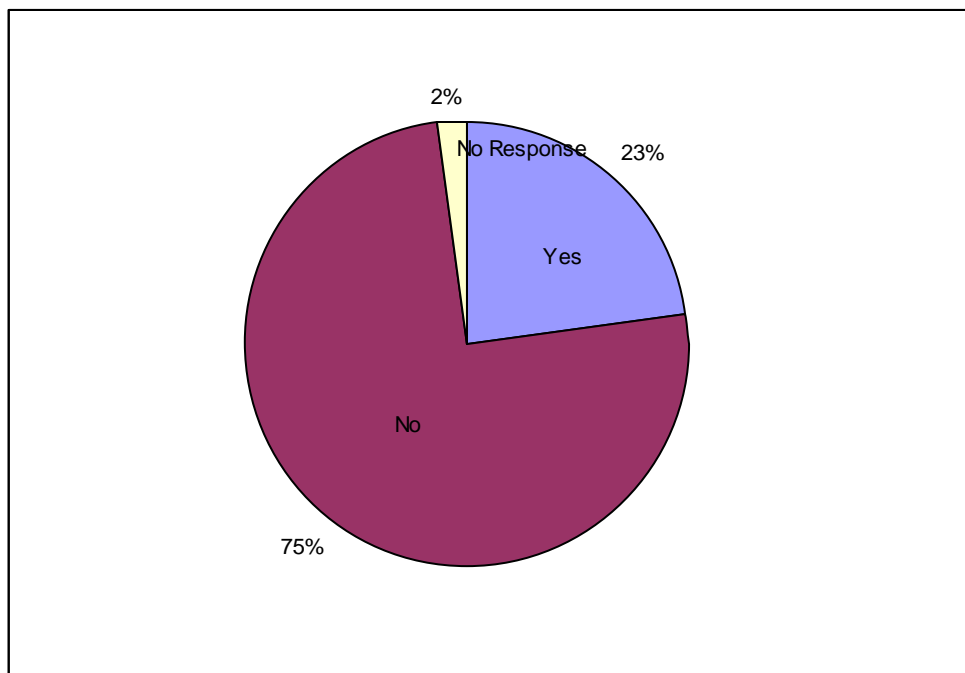
Question 5 Would you like to receive more information from the Council on how to reduce the amount of waste you produce?



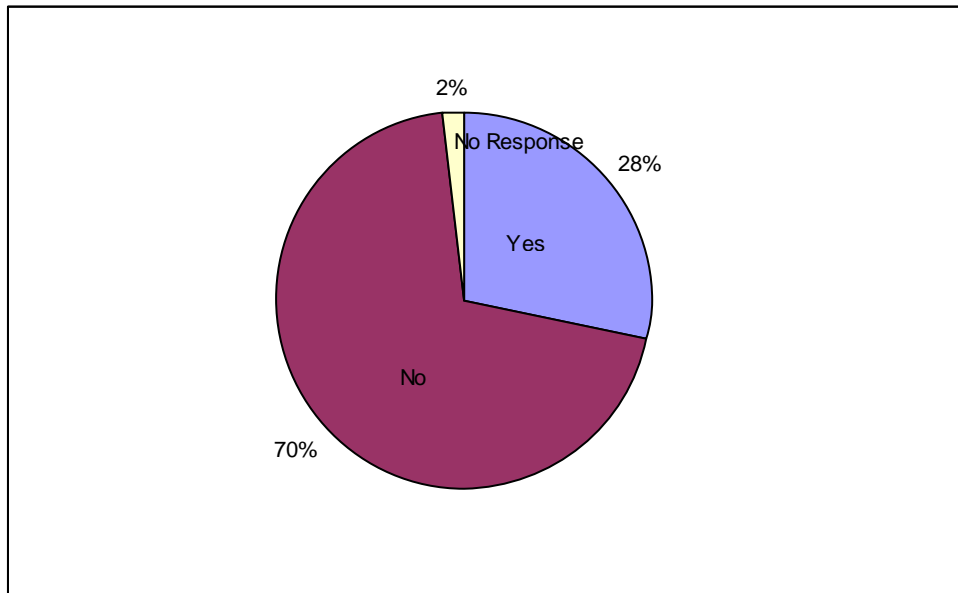
Question 6 – Do you think it is the role of the Council to try to encourage schemes to reduce waste?



Question 7 – Do you think the Council should consider different charges based on the amount of waste collected from each household?



Question 8 – Many Councils have changed their collection cycles. Do you think it would be a good idea to have your recycling bin collected one week and your rubbish the next?



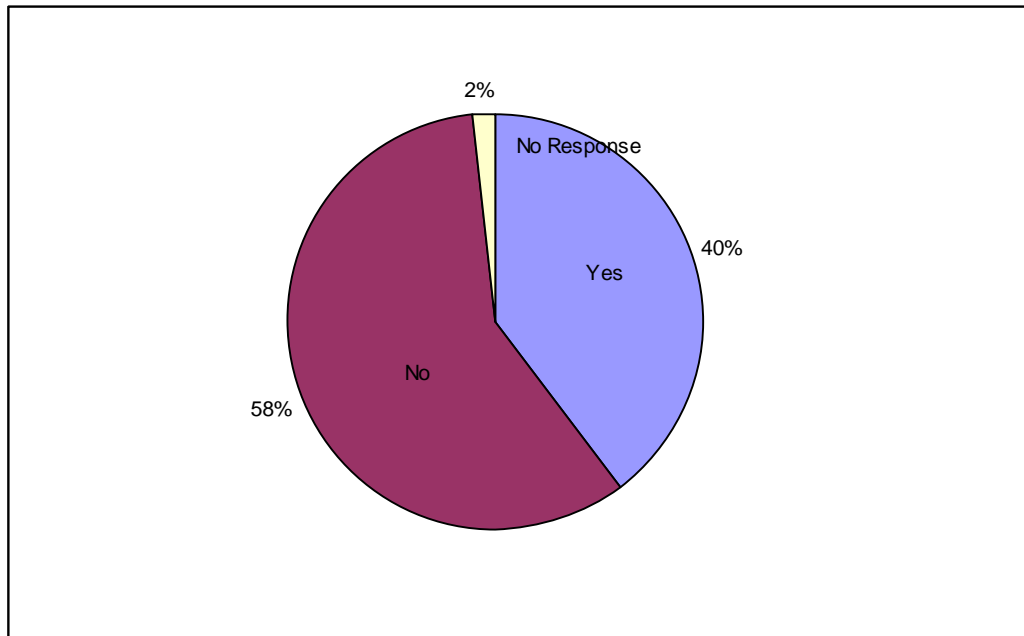
Question 9 If you answered “No” to the above question could you please say why.

Where a response was given they have been categorised into the following groupings:

Reason stated for saying “No” to Q8	No. of responses
Smell esp. in summer	481
Vermin would be encouraged	479
Health/Hygiene	394
Would be a problem for larger families, there wouldn’t be enough capacity	385
Too confusing	171
Would lead to an increase in fly-tipping	138
Would lead to an increase in litter/unsightly	80
If Plastic & Cardboard collected for recycling then fortnightly collection would be acceptable	78
Pay too much council tax	37
Hasn’t worked elsewhere	35
Full month if miss one rubbish cycle	26
Storage would be a problem	24
Not acceptable for food waste	23
Would be fine except for Christmas	17
Increased risk of fires/vandalism	11
Others would use my bin	8

Some respondents provided more than one reason, these have all been captured in the summary above.

Question 10 – Would you support a policy where rubbish is only collected when it is left in the wheeled bin?



Question 11 – If you answered “no” to the above question could you please say why.

Where a response was given they have been categorised into the following groupings:

Reason stated for saying “No” to Q10	No. of responses
Not enough capacity - especially for larger families and individual large items don't fit.	517
Would lead to an increase in fly-tipping	244
Occasional pick ups are acceptable however households shouldn't be allowed to put out extra regularly	209
Wouldn't be acceptable at Christmas	193
Would lead to an increase in mess / litter	155
Would lead to an increase in vermin	75
If Plastic and Cardboard collected for recycling then this would be acceptable	71
Would be a problem for people without a car	41
Health /Hazard	37
What would you do with the rubbish that's left. It would cost more to pick up in the end	34
Pay too much Council Tax	32
Car trip to Haverton Hill would be worse for the environment	23
Increased risk of fires/vandalism	15
If weekly collection maintained then this would be acceptable	15
Others would use my bin	14
Hasn't worked elsewhere	9

Some respondents provided more than one reason, these have all been captured in the summary above.

Question 12 – Are there any other comments you would like to make about waste collection and recycling in the Borough?

1,804 respondents offered additional comments, these can be grouped into 3 broad categories:

Comment	No.
Positive statements of support about the current service provided in the Borough	966
Requests for collection of plastic and cardboard, praise for the plastic and cardboard trial and requests for feedback on the outcome of the trial	636
Other comments covering a range of subjects and specific operational questions	202

All specific queries have been passed to the Care for Your Area team to provide individual responses.

Feedback on the plastic and cardboard trial will be included in the feedback on this wider consultation process. A 2 page article is planned for the May edition of Stockton News, this will be supported by an article on the Stockton Council Web-site.

“Start Talking Rubbish” Questionnaire Results – Analysis by Ward

Ward	Would you like to recycle more?			How would you like to recycle more?			Order of preference for additional kerbside recycling			What containers would you prefer to use?			Would you like more info. From the Council on how to reduce waste?		
	Yes	No	No reply	Home	Bring Sites	Both/No reply	Plastic	Cardb'd	Textiles	Separate bins & bags	2 Wheeled bins	No reply	Yes	No	No reply
Billingham Central	95%	3%	2%	71%	4%	25%	2	1	3	43%	46%	11%	48%	50%	2%
Billingham East	95%	5%	0%	63%	7%	30%	2	1	3	43%	45%	12%	59%	39%	1%
Billingham North	96%	3%	1%	68%	5%	28%	2	1	3	44%	46%	10%	52%	46%	2%
Billingham South	94%	6%	0%	75%	2%	24%	2	1	3	38%	52%	10%	56%	44%	0%
Billingham West	98%	2%	0%	82%	3%	15%	1	2	3	46%	49%	5%	53%	44%	3%
B'garth & Elm Tree	94%	5%	1%	76%	4%	20%	2	1	3	38%	52%	10%	49%	48%	2%
Eaglescliffe	96%	3%	0%	76%	2%	22%	1	2	3	45%	48%	7%	52%	46%	2%
Fairfield	98%	1%	1%	71%	4%	25%	2	1	3	46%	51%	3%	54%	42%	4%
Grangefield	97%	3%	0%	75%	2%	22%	1	2	3	43%	48%	9%	53%	46%	53%
Hardwick	76%	24%	0%	46%	13%	41%	1	2	3	19%	50%	31%	44%	54%	2%
Hartburn	96%	3%	1%	68%	6%	25%	2	1	3	55%	38%	7%	60%	37%	3%
Ingleby Barwick East	96%	3%	1%	75%	7%	18%	2	1	3	38%	54%	8%	54%	45%	1%
Ingleby Barwick West	96%	1%	3%	77%	4%	19%	2	1	3	35%	59%	6%	55%	45%	0%
Mandale & Victoria	88%	10%	2%	60%	4%	36%	2	1	3	39%	41%	20%	55%	41%	4%
Newtown	74%	24%	1%	47%	9%	43%	2	1	3	27%	45%	28%	47%	51%	1%
Northern Parishes	98%	2%	0%	80%	5%	15%	1	2	3	48%	40%	12%	48%	50%	2%

Ward	Would you like to recycle more?			How would you like to recycle more?			Order of preference for additional kerbside recycling			What containers would you prefer to use?			Would you like more info. From the Council on how to reduce waste?		
Norton North	99%	0%	1%	78%	1%	20%	2	1	3	48%	49%	3%	58%	39%	3%
Norton South	97%	1%	1%	74%	6%	21%	2	1	3	37%	53%	10%	68%	32%	0%
Norton West	99%	1%	1%	78%	2%	20%	2	1	3	48%	46%	6%	60%	37%	3%
Parkfield & Oxbridge	90%	10%	0%	60%	8%	31%	1	2	3	50%	36%	14%	57%	42%	1%
Roseworth	96%	4%	0%	69%	4%	26%	1	2	3	38%	51%	10%	51%	43%	6%
Stainsby Hill	94%	5%	1%	70%	3%	27%	2	1	3	33%	57%	10%	55%	41%	4%
Stockton Town Centre	77%	23%	0%	42%	16%	42%	2	1	3	26%	49%	26%	63%	37%	0%
Village	99%	1%	0%	69%	8%	23%	2	1	3	46%	51%	2%	50%	49%	1%
Western Parishes	97%	3%	0%	71%	2%	27%	2	1	3	41%	51%	8%	47%	53%	0%
Yarm	95%	5%	0%	63%	6%	31%	1	2	3	39%	50%	11%	50%	48%	2%
No postcode provided	85%	13%	2%	67%	7%	26%	2	1	3	36%	47%	16%	38%	57%	5%
Total	94%	5%	1%	70%	5%	25%	2	1	3	42%	48%	10%	53%	45%	2%

“Start Talking Rubbish Questionnaire Results” – Analysis by Ward – Cont.

Ward	Is it the role of the Council to encourage reduction in waste?			Should the Council consider charging based on the amount of waste collected?			Should the council pick up waste 1 week and recycling the next?			Should the council stop picking up side waste?		
	Yes	No	No reply	Yes	No	No reply	Yes	No	No reply	Yes	No	No Reply
Billingham Central	94%	6%	0%	31%	65%	4%	35%	63%	2%	44%	54%	2%
Billingham East	95%	5%	0%	24%	74%	3%	34%	66%	0%	36%	63%	1%
Billingham North	95%	5%	0%	20%	79%	1%	26%	72%	2%	40%	58%	2%
Billingham South	95%	3%	2%	30%	68%	2%	19%	79%	2%	35%	65%	0%
Billingham West	95%	5%	0%	16%	83%	1%	26%	73%	1%	43%	56%	1%
B'garth & Elm Tree	93%	6%	1%	30%	69%	1%	27%	72%	1%	40%	59%	1%
Eaglescliffe	97%	2%	0%	24%	74%	1%	33%	67%	1%	43%	56%	1%
Fairfield	94%	6%	0%	21%	78%	1%	31%	68%	1%	44%	56%	0%
Grangefield	98%	2%	0%	26%	71%	2%	25%	74%	1%	38%	61%	1%
Hardwick	80%	15%	6%	26%	70%	4%	28%	70%	2%	43%	52%	6%
Hartburn	95%	3%	1%	18%	81%	2%	23%	74%	3%	36%	59%	5%
Ingleby Barwick East	93%	7%	0%	26%	72%	2%	29%	68%	3%	45%	53%	2%
Ingleby Barwick West	91%	8%	2%	25%	73%	2%	23%	75%	2%	36%	63%	1%
Mandale & Victoria	82%	13%	4%	28%	70%	2%	42%	58%	0%	40%	59%	1%
Newtown	77%	22%	1%	22%	77%	1%	22%	77%	1%	36%	61%	3%
Northern Parishes	98%	2%	0%	28%	70%	2%	35%	65%	0%	43%	58%	0%

Ward	Is it the role of the Council to encourage reduction in waste?			Should the Council consider charging based on the amount of waste collected?			Should the council pick up waste 1 week and recycling the next?			Should the council stop picking up side waste?		
Norton North	96%	3%	1%	22%	77%	1%	30%	64%	6%	45%	52%	3%
Norton South	96%	4%	0%	26%	69%	4%	38%	62%	0%	38%	59%	3%
Norton West	94%	5%	1%	21%	78%	1%	24%	73%	3%	49%	49%	3%
Parkfield & Oxbridge	86%	12%	2%	21%	78%	1%	24%	72%	3%	34%	62%	5%
Roseworth	90%	10%	0%	28%	72%	0%	41%	59%	0%	44%	56%	0%
Stainsby Hill	90%	9%	1%	25%	73%	2%	32%	66%	2%	47%	52%	1%
Stockton Town Centre	86%	12%	2%	21%	79%	0%	33%	67%	0%	37%	63%	0%
Village	90%	8%	1%	15%	79%	6%	37%	63%	0%	35%	64%	1%
Western Parishes	97%	3%	0%	15%	81%	3%	22%	78%	0%	27%	73%	0%
Yarm	88%	10%	2%	21%	77%	2%	24%	75%	1%	37%	62%	2%
No postcode provided	86%	11%	3%	19%	79%	2%	22%	75%	3%	34%	62%	4%
Total	92%	7%	1%	23%	75%	2%	28%	70%	2%	40%	58%	2%

“Start Talking Rubbish” Questionnaire Results – Analysis by Ward

Ward	Responses to survey		Age range of respondents					Ethnicity		
	No.	As % of ward	Under 18	19-44	45-64	over 65	No Response	White	Other	No Response
Billingham Central	104	3.4%	2%	26%	33%	37%	3%	94%	1%	5%
Billingham East	76	2.5%	0%	34%	34%	29%	3%	89%	4%	7%
Billingham North	176	4.7%	0%	30%	43%	25%	2%	92%	1%	7%
Billingham South	65	2.4%	0%	37%	46%	16%	2%	95%	2%	3%
Billingham West	168	6.6%	0%	14%	39%	46%	1%	93%	1%	7%
Bishopsgarth & Elm Tree	99	3.6%	1%	21%	48%	29%	0%	97%	1%	2%
Eaglescliffe	258	6.0%	0%	27%	42%	29%	2%	93%	2%	5%
Fairfield	107	4.2%	0%	17%	43%	38%	2%	92%	1%	7%
Grangefield	123	4.7%	0%	23%	46%	30%	2%	93%	2%	5%
Hardwick	54	1.8%	0%	56%	33%	9%	2%	93%	4%	4%
Hartburn	154	5.6%	3%	14%	40%	42%	2%	90%	3%	7%
Ingleby Barwick East	153	4.5%	5%	36%	41%	18%	1%	90%	5%	5%
Ingleby Barwick West	160	4.7%	15%	48%	30%	7%	0%	94%	2%	4%
Mandale & Victoria	98	2.2%	1%	42%	33%	23%	1%	86%	6%	8%
Newtown	74	2.4%	0%	45%	41%	14%	1%	88%	3%	9%
Northern Parishes	40	3.1%	0%	33%	50%	18%	0%	98%	2%	0%
Norton North	69	2.3%	0%	30%	43%	25%	1%	93%	0%	7%
Norton South	69	2.3%	1%	37%	46%	15%	1%	94%	1%	4%
Norton West	160	5.9%	1%	18%	48%	31%	2%	94%	1%	5%
Parkfield & Oxbridge	86	2.9%	0%	39%	49%	10%	2%	90%	1%	8%
Roseworth	68	2.3%	1%	32%	38%	25%	3%	87%	1%	12%
Stainsby Hill	103	3.7%	5%	28%	42%	24%	1%	94%	1%	5%
Stockton Town Centre	44	1.4%	0%	49%	28%	21%	2%	95%	0%	5%
Village	85	3.0%	2%	18%	51%	26%	2%	93%	4%	4%

Ward	Responses to survey		Age range of respondents					Ethnicity		
Western Parishes	59	4.7%	0%	25%	47%	27%	0%	95%	0%	5%
Yarm	252	6.3%	11%	20%	43%	21%	4%	84%	4%	13%
No postcode provided	208	n/a	13%	17%	25%	25%	20%	68%	5%	27%
Total	3,112	4.0%	3%	28%	40%	26%	3%	90%	2%	8%

“Start Talking Rubbish” Questionnaire Results – Analysis by Age Group

Age Group	No. of Replies	Would you like to recycle more?			How would you like to recycle more?			Order of preference for additional kerbside recycling			What containers would you prefer to use?			Would you like more info. From the Council on how to reduce waste?		
		Yes	No	No reply	Home	Bring Sites	Both / No reply	Plastic	Cardb'd	Textiles	Separate bins & bags	2 Wheeled bins	No reply	Yes	No	No reply
Under 18	104	85%	14%	1%	61%	13%	7%	2	1	3	28%	54%	18%	45%	51%	4%
19-44	856	96%	4%	0%	69%	3%	28%	2	1	3	32%	57%	11%	60%	40%	0%
45-64	1,257	95%	4%	0%	70%	5%	25%	2	1	3	40%	52%	9%	53%	46%	2%
Over 65	800	92%	6%	2%	73%	6%	21%	1	2	3	56%	34%	10%	48%	47%	5%
Unknown	95	81%	16%	2%	51%	5%	44%	2	1	3	33%	46%	21%	35%	60%	4%
Total	3,112	94%	5%	1%	70%	5%	25%	2	1	3	42%	48%	10%	53%	45%	2%

Age Group	No. of Replies	Is it the role of the Council to encourage reduction in waste?			Should the Council consider charging based on the amount of waste collected?			Should the council pick up waste 1 week and recycling the next?			Should the council stop picking up side waste?		
		Yes	No	No reply	Yes	No	No reply	Yes	No	No reply	Yes	No	No Reply
Under 18	104	85%	13%	2%	25%	72%	3%	33%	66%	1%	21%	74%	5%
19-44	856	93%	6%	1%	32%	66%	1%	33%	66%	2%	38%	60%	2%
45-64	1,257	92%	7%	1%	22%	77%	2%	26%	73%	1%	40%	59%	1%
Over 65	800	93%	7%	1%	16%	82%	2%	28%	71%	2%	44%	53%	3%
Unknown	95	77%	18%	5%	13%	82%	4%	20%	75%	5%	30%	64%	7%
Total	3,112	92%	7%	1%	23%	75%	2%	28%	70%	2%	40%	58%	2%

“Start Talking Rubbish” Questionnaire Results – Analysis by Ethnic Group

Ethnicity	No. of Replies	Would you like to recycle more?			How would you like to recycle more?			Order of preference for additional kerbside recycling			What containers would you prefer to use?			Would you like more info. From the Council on how to reduce waste?		
		Yes	No	No reply	Home	Bring Sites	Both / No reply	Plastic	Cardb'd	Textiles	Separate bins & bags	2 Wheeled bins	No reply	Yes	No	No reply
White	2,801	95%	4%	1%	71%	5%	24%	2	1	3	42%	49%	9%	54%	44%	2%
Other	71	85%	14%	1%	51%	8%	41%	2	1	3	32%	49%	18%	54%	41%	6%
Unknown	240	86%	13%	2%	61%	8%	31%	2	1	3	38%	41%	21%	37%	58%	5%
Total	3,112	94%	5%	1%	70%	5%	25%	2	1	3	42%	48%	10%	53%	45%	2%

Ethnicity	No. of Replies	Is it the role of the Council to encourage reduction in waste?			Should the Council consider charging based on the amount of waste collected?			Should the council pick up waste 1 week and recycling the next?			Should the council stop picking up side waste?		
		Yes	No	No reply	Yes	No	No reply	Yes	No	No reply	Yes	No	No Reply
White	2,801	93%	6%	1%	23%	75%	2%	29%	70%	2%	41%	58%	1%
Other	71	87%	13%	0%	25%	75%	0%	41%	58%	1%	39%	55%	6%
Unknown	240	82%	15%	3%	15%	83%	2%	16%	81%	3%	28%	67%	4%
Total	3,112	92%	7%	1%	23%	75%	2%	28%	70%	2%	40%	58%	2%

APPENDIX 5

START TALKING RUBBISH VIEWPOINT FOCUS GROUPS - SUMMARY 25 – 29 FEBRUARY 2008

To gain the views of the general public in order to inform the scrutiny review of waste management and recycling, it was decided to hold adult and youth viewpoint focus groups. The focus group questions were similar to those contained in the residents questionnaire Start Talking Rubbish.

Three adult sessions were held and one youth session. The sessions were facilitated by Jenny Elstob and Sarah Woodhouse. The sessions were also attended by Judith Trainer, Peter Mennear and Daniel Ladd.

Recycling - General

Would you like to recycle more of your rubbish?

All sessions were strongly in favour of recycling more. Environmental and financial reasons were cited and less space for landfill.

What materials would you like to recycle?

Plastics and Cardboard were the most popular suggestions but also garden waste, glass, tin, timber, textiles, polystyrene, batteries and medicines.

How would you like to recycle?

Home recycling was generally preferred. The youth session also asked for more facilities at schools and colleges and felt that there should be recycling sites within walking distance from local communities. One group suggested that other “one stop shop” recycling sites as well as Haverton Hill should be provided.

What containers would you prefer to use?

No consensus but all felt that this had to be convenient. Some felt that bins were better than bags as they didn't blow away and that the bags were too small. Some suggested split containers. Storage was also cited as a potential problem.

Encouraging People to Recycle

Do you think that people have enough information on how to reduce the amount of waste they produce?

General consensus that there was not enough information on and Council information tended to focus on collection dates.

Are there any areas where you are confused about what and how to recycle?

There seemed to be general confusion - specifically, about different parts of some items leading to contamination. Also some comments that more advice should be given about how to recycle eg crushing cans etc.

Would you like more information from the Council on how to reduce the amount of waste you produce?

Some felt that they already had information but the majority felt that there could be more publicity. Suggestions included more information through schools, posters in public places, radio, Stockton News, information printed on the recycling containers and other imaginative ways (eg fridge magnets).

Do you think it is the role of the Council to try to encourage schemes?

All felt that the Council had a role but also that it was the responsibility of manufacturers to reduce packaging and that the Council should encourage manufacturers to reduce packaging and compel companies to provide recycling facilities.

Do you think that the Council should consider different charges based on the amount of waste collected from each household?

There was a mixed response to this question but in general participants felt that this should be done in a positive rather than a negative way (ie incentives/ rewards for those recycling rather than penalties for those who do not.) Also concern that charging might encourage dumping.

Collection Cycles

Do you think that it would be a good idea to have your rubbish bin collected one week and your recycling the next?

Generally a negative response. There was also a feeling that one size doesn't fit all and that this would not be suitable for large families; also concern about vermin and smells and fly tipping.

If more recyclables were collected from the kerbside, would you be happier to have your rubbish collected less frequently?

The groups were split – some feeling that there would still be too much rubbish; others that if people were recycling effectively, there would be no need to have rubbish collected every week. One group felt that recycling could be collected every week and general waste every other week as people would have a greater incentive to recycle.

Side Waste

Would you support a policy where rubbish is only collected when it is left in the wheeled bin?

The majority were against this idea – concerns about enforcement, fly tipping and holiday periods. Some felt that this was ok as a one off and it was commented that allowances needed to be made for large families and holiday periods.

Would you support a policy where rubbish is only collected when it is left in the wheeled bin if more items were collected for recycling from your home?

The youth group were still against this idea. However, views in the other sessions were mixed. Some comments were that excess rubbish was made up of recyclables and that there should be a warning system and not enforcement straightway.

Overall Comments

Strong support for bringing back cardboard and plastics recycling.

Storage and special arrangements for flats need to be considered.

Lack of recycling facilities for businesses, companies and schools.

Feedback should be provided on how Stockton are performing – perhaps a Blue Peter style barometer. Youth session suggested competitions in schools.

Council should encourage re-use and recycling of electrical equipment.

Should be large fines on fly tippers, especially builders and commercial operators.

Problem in engaging with residents who don't want to recycle at all